

Part-Time Front Desk Associate

Hours: 20-25 hours per week

About Valeo

Valeo is a Christ-centered health and wellness clinic that focuses on innovative, superior, patient-focused care. We value teamwork, stewardship, effectiveness, efficiency, and having an 'owner mentality.' As such, the Front Desk Associate would work in tandem with the Valeo team to deliver exceptional patient care (both face-to-face and 'behind the scenes') and exceed company goals.

Primary Duties

- Patient management
 - Greeting and checking in
 - Make patients feel welcomed and valued
 - Checking out (scheduling, pulling supplements, taking payment, etc.)
 - Organizing, scanning, filing, uploading, and maintaining patient forms and information
- Answering and transferring phones and emails
- Following up with patients who did not schedule
- Run EHR system reports to ensure accuracy of work, following up where needed
- Coordinate patient appointments between multiple practitioners
- Assist in maintaining a tidy and professional workspace
- Troubleshoot software issues, as needed
- Communicate needs, issues, and ideas for improvement with office manager
- Proactively assists Clinic Director, Practitioners, and other Front Desk Associates as needed with additional tasks
- Attend monthly front desk meetings (Wednesday Lunch hour)
- Attend monthly staff meetings (scheduled on second Tuesday of the month)
- Cover other front desk shifts to the best of your ability, as needed

Qualifications

- GED or High School Diploma
- Superior computer/technological skills to work with computers and software in a timely and efficient manner
- Strong communication, including writing, speaking and active listening
- Great customer service skills, including interpersonal conversation, patience, and empathy
- Good problem-solving and critical thinking skills
- Basic math skills
- Organization, time management, and prioritization abilities
- Ownership mentality over their work and the success of the company
- Ability to be discreet and maintain the security of patient or customer information
- Understanding of HIPAA

Benefits:

- Hourly pay dependent on experience
- Free chiropractic care with assigned practitioner
- Service and supplement discounts
- 100% IRA contribution match up to 3%
- One complimentary lab up to the value of \$225 once per year
- Two wellness days per year, earned after three months from start date and renewed annually

Interested in working for us? Please send your resume and cover letter to Karli Moore at kmoore@valeowc.com.